Milestones
in state **IT** *history*

1969 Established as Central Data Processing within Accounts and Purchasing

1983 First statewide network roll-out

1992 First statewide email system implemented

1995 State's first homepage launched on the internet

1997 Legislative IT Committee created

1998 First statewide IT Plan produced

1999 First CIO hired to oversee the new cabinet level Information Technology Department

1999 First IT committee begins reviewing projects greater than $250,000

2000 Statewide Technology Access for Government and Education Network (STAGEnet) roll-out

2001 Educational Technology Council created and moved to ITD for coordination of all K-12 education initiatives

2002 Enterprise Architecture initiated to determine technology direction and set IT standards for state government

2002 Criminal Justice Information Sharing Plan developed for sharing information among all state criminal justice-related agencies

2002 Geographic Information Systems implemented to share GEO spatial information held in all state agencies

2002 ConnectND launched by the state and North Dakota University System to replace all financial, human resource and student information

2003 State Information Technology Advisory Committee given responsibility for the prioritization of state government strategic initiatives

2004 Server consolidation launched, resulting in maintenance efficiencies and cost savings

2006 Second data center located in North Dakota came online, increasing the speed of bringing up critical systems in the event of a disaster

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ITD
A Value Proposition

ITD exists to help state agencies implement information technology. ITD plays a vital role in centrally managing state computer systems, standardizing IT systems, reducing duplication and ensuring that all agencies can "speak" to each other electronically.

ITD has also played an important leadership role by coordinating major IT initiatives such as the statewide high-speed network, the Criminal Justice Information Sharing Program, ConnectND and creation of a central GIS hub to store all state geographical information. These initiatives have significantly improved the delivery of education and government services throughout the state.

Ultimately, ITD exists to promote the most efficient, affordable and effective uses of information technology in state government, allowing agencies to best meet the needs of North Dakota citizens.

ITD
Information Technology Department

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ITD
Information Technology Department

HELPING CUSTOMERS MAXIMIZE TECHNOLOGY TO ACHIEVE THEIR MISSION

your IT *partner*

Information technology is the heart of state and local government, and the State of North Dakota's Information Technology Department (ITD) is charged with keeping this heartbeat healthy and strong. We touch our customers every day – often before they even greet their co-workers – by providing a reliable connection for their computers, safe storage for their vital applications and a dial tone on their phone.

ITD helps guide customers through the complicated, ever-changing world of information technology solutions and options. Our goal is to create partnerships with customers, resulting in effective IT systems that meet their needs in the most affordable way. ITD's customers include state agencies, K-12 schools, the North Dakota University System, and city and county government agencies.

Lisa Feldner,
Chief Information Officer

ITD is primarily funded with Special Funds. State agencies pay ITD for technology services with money allocated in their budgets by the Legislature.

ITD SERVICES

Customer Service

ITD is committed to meeting customer needs with experienced staff who regularly provide a positive customer experience. ITD's Service Desk is a "Single Point of Contact" for our customers, providing 24/7 access to advice, guidance and rapid restoration of services.

Our Service Desk handles more than 40,000 customer incidents per year and has a 99.8 percent favorable rating from customers using the service. More than one-third of incidents logged with the Service Desk are resolved within 15 minutes.

> "You couldn't ask for better service. I called and everything was taken care of promptly and politely."
> – Minot Police Department

> "ITD did a great job handling my issue. Staff demeanor made it feel more personal; not just an incident or number."
> – Department of Human Services

Network

ITD provides the backbone for the function of the North Dakota University System, the state's K-12 education system as well as state, city and county government. This backbone includes:

- 80,000 computer connections
- 10,000 phone systems
- 36,000 hours of video classes per year
- 24,000 academic classes and meetings
- 15,500 K-12 classes
- 5,000 voice mail boxes

This network offers fast and reliable internet service, providing the circulatory system for government and education in North Dakota. ITD staff is on guard 24/7 to ensure information flows freely and securely to the right people, at the right place, at the right time.

Hosting

Customers hosting applications with ITD enjoy cost-effective and efficient hosting services. ITD is designated to host applications for state agencies, and we make every effort to provide our customers with a secure environment, reasonable data center costs, and optimal levels of uptime.

ITD staff hold competency certifications in over 15 knowledge areas, including many expert level certifications from Cisco, RedHat, Novell, Microsoft, McData, and IBM.

Software Development

Government agencies are constantly looking for better ways to provide services to the public. This is one of the reasons why ITD software development services are in such high demand. And we work hard to meet this demand, fulfilling 4,000 requests for software services each year.

The people who use government services in North Dakota ultimately benefit by having access to user-friendly, e-government services. North Dakota has more than 100 online government applications available to citizens, and ITD has developed and maintains 70 of those applications. The State of North Dakota ranks among the nation's top 15 states for e-government.